

Region / Support Category Summary Dashboard



as at 31 December 2019 (exposure period: 1 April 2019 to 30 September 2019)

Participants not in Supported Independent Living (Non-SIL)

Bilateral region summary

Bilateral region	Phase-in date	Active participants with approved plans	Registered active providers	Participants per provider	Provider concentration	Provider growth	Provider shrinkage	Total plan budgets (\$m)	Average plan budget (\$)	Total payments (\$m)	Average payments (\$)	Utilisation	Outcomes indicator on choice and control	Has NDIS helped with choice and control?
New South Wales														
Central Coast	1 Jul 16	5,831	713	8.2	41%	12%	14%	113.31	19,432	78.46	13,456	69%	59%	74%
Far West	1 Jul 17	416	92	4.5	74%	24%	16%	11.60	27,873	6.18	14,847	53%	53%	72%
Hunter New England	1 Jul 13	17,962	1,337	13.4	23%	13%	12%	364.39	20,287	246.69	13,734	68%	62%	71%
Illawarra Shoalhaven	1 Jul 17	5,755	523	11.0	49%	16%	18%	146.30	25,422	96.15	16,707	66%	58%	69%
Mid North Coast	1 Jul 17	3,844	360	10.7	67%	15%	23%	98.35	25,586	65.17	16,955	66%	54%	74%
Murrumbidgee	1 Jul 17	4,292	383	11.2	53%	17%	17%	97.23	22,654	60.04	13,990	62%	52%	67%
Nepean Blue Mountains	1 Jul 15	6,004	784	7.7	31%	11%	12%	116.38	19,384	77.19	12,857	66%	59%	69%
North Sydney	1 Jul 16	6,942	863	8.0	41%	12%	14%	171.26	24,670	116.45	16,774	68%	50%	69%
Northern NSW	1 Jul 17	4,659	407	11.4	55%	14%	32%	113.67	24,398	75.13	16,125	66%	52%	66%
South Eastern Sydney	1 Jul 17	6,525	874	7.5	40%	12%	17%	155.12	23,774	106.03	16,250	68%	46%	71%
South Western Sydney	1 Jul 16	13,265	1,468	9.0	27%	15%	12%	270.46	20,389	194.04	14,628	72%	44%	60%
Southern NSW	1 Jul 16	2,926	353	8.3	55%	5%	23%	69.79	23,852	44.26	15,127	63%	59%	77%
Sydney	1 Jul 17	5,562	981	5.7	34%	11%	16%	143.17	25,740	89.46	16,083	62%	45%	67%
Western NSW	1 Jul 17	3,857	413	9.3	43%	16%	11%	90.88	23,561	48.87	12,670	54%	54%	59%
Western Sydney	1 Jul 16	11,070	1,272	8.7	27%	15%	12%	231.30	20,895	159.06	14,368	69%	48%	67%
New South Wales average		6,594	722	9.1	44%	14%	17%	146.21	23,194	97.55	14,972	65%	53%	69%
New South Wales total		98,919	4,419	22.4	19%	12%	13%	2,193.79	22,178	1,463.37	14,794	67%	52%	68%
Victoria														
Barwon	1 Jul 13	7,478	961	7.8	49%	7%	14%	157.34	21,041	97.60	13,052	62%	61%	66%
Bayside Peninsula	1 Apr 18	8,739	754	11.6	59%	35%	9%	233.36	26,703	132.93	15,211	57%	55%	67%
Brimbank Melton	1 Oct 18	4,211	597	7.1	46%	65%	3%	84.93	20,169	47.53	11,287	56%	50%	58%
Central Highlands	1 Jan 17	3,530	501	7.0	56%	17%	12%	67.99	19,261	41.17	11,663	61%	56%	64%
Goulburn	1 Jan 19	2,048	244	8.4	61%	69%	5%	39.32	19,201	18.20	8,885	46%	56%	50%
Hume Moreland	1 Mar 18	5,264	819	6.4	34%	25%	8%	100.97	19,181	63.84	12,127	63%	55%	62%
Inner East Melbourne	1 Nov 17	6,083	812	7.5	56%	20%	13%	164.75	27,084	98.68	16,223	60%	48%	63%
Inner Gippsland	1 Oct 17	3,244	302	10.7	64%	19%	19%	78.25	24,122	41.41	12,764	53%	63%	65%
Loddon	1 May 17	4,202	488	8.6	48%	15%	17%	80.24	19,097	49.93	11,882	62%	58%	65%
Mallee	1 Jan 19	1,041	107	9.7	78%	83%	0%	20.93	20,106	10.71	10,289	51%	59%	44%
North East Melbourne	1 Jul 16	8,482	1,028	8.3	32%	15%	13%	162.96	19,212	107.79	12,709	66%	56%	65%
Outer East Melbourne	1 Nov 17	6,097	639	9.5	65%	20%	14%	157.06	25,760	92.08	15,103	59%	52%	57%
Outer Gippsland	1 Jan 19	1,272	114	11.2	78%	67%	10%	28.41	22,339	11.12	8,742	39%	63%	53%
Ovens Murray	1 Oct 17	2,221	279	8.0	59%	10%	25%	41.78	18,810	24.42	10,994	58%	54%	60%
Southern Melbourne	1 Sep 18	6,527	632	10.3	54%	48%	7%	144.21	22,095	82.09	12,576	57%	49%	60%
Western District	1 Oct 17	2,561	244	10.5	74%	6%	19%	53.64	20,945	31.42	12,268	59%	56%	67%
Western Melbourne	1 Oct 18	5,794	730	7.9	46%	60%	5%	124.86	21,551	65.83	11,362	53%	54%	69%
Victoria average		4,635	544	8.5	56%	34%	11%	102.41	21,569	59.81	12,184	57%	55%	61%
Victoria total		78,797	3,383	23.3	37%	23%	13%	1,741.11	22,096	1,016.76	12,904	58%	54%	63%
Queensland														
Beenleigh	1 Jul 18	4,723	749	6.3	35%	56%	4%	131.76	27,898	73.77	15,618	56%	51%	79%
Brisbane	1 Jul 18	9,432	1,067	8.8	32%	40%	7%	299.04	31,705	170.63	18,090	57%	52%	75%
Bundaberg	1 Oct 17	1,792	248	7.2	67%	8%	15%	40.30	22,491	26.07	14,545	65%	54%	76%
Caboolture/Strathpine	1 Jan 19	4,480	597	7.5	36%	95%	1%	128.22	28,620	62.05	13,850	48%	51%	65%
Cairns	1 Jul 18	2,366	284	8.3	58%	55%	5%	64.91	27,434	35.42	14,968	55%	54%	68%
Ipswich	1 Jul 17	4,746	777	6.1	33%	14%	12%	109.36	23,043	64.18	13,523	59%	58%	73%
Mackay	1 Nov 16	2,058	263	7.8	51%	10%	10%	45.47	22,094	27.76	13,489	61%	60%	73%
Maroochydore	1 Jan 19	3,723	517	7.2	52%	83%	6%	116.60	31,319	62.45	16,774	54%	53%	73%
Maryborough	1 Jul 18	1,971	315	6.3	71%	35%	4%	65.63	33,298	35.87	18,201	55%	52%	82%
Robina	1 Jul 18	4,563	627	7.3	42%	47%	9%	112.38	24,629	70.02	15,344	62%	49%	72%
Rockhampton	1 Jan 18	2,946	353	8.3	52%	13%	15%	64.99	22,060	35.51	12,053	55%	56%	70%
Toowoomba	1 Jan 17	4,056	533	7.6	39%	15%	10%	104.52	25,769	59.48	14,665	57%	61%	76%
Townsville	1 Apr 16	4,069	426	9.6	38%	12%	9%	94.93	23,330	58.46	14,368	62%	59%	70%
Queensland average		3,917	520	7.6	47%	37%	8%	106.01	26,438	60.13	15,038	57%	55%	73%
Queensland total		50,925	2,965	17.2	22%	31%	7%	1,378.12	27,062	781.65	15,349	57%	54%	74%
South Australia*														
Adelaide Hills	1 Jul 13	1,017	184	5.5	68%	16%	11%	19.32	18,999	11.72	11,520	61%	59%	59%
Barossa, Light and Lower North	1 Jul 13	1,388	240	5.8	56%	12%	15%	22.72	16,372	12.71	9,160	56%	60%	64%
Eastern Adelaide	1 Jul 13	2,313	359	6.4	53%	26%	12%	49.50	21,400	29.26	12,651	59%	64%	73%
Eyre and Western	1 Jul 13	872	103	8.5	71%	21%	10%	21.81	25,016	9.97	11,433	46%	64%	60%
Far North (SA)	1 Jul 13	293	72	4.1	72%	13%	25%	6.83	23,307	2.14	7,306	31%	50%	47%
Fleurieu and Kangaroo Island	1 Jul 13	754	141	5.3	79%	30%	17%	17.92	23,763	10.80	14,329	60%	60%	76%
Limestone Coast	1 Jul 13	884	108	8.2	68%	16%	13%	19.37	21,911	9.72	10,998	50%	64%	50%
Murray and Mallee	1 Jul 13	1,155	204	5.7	65%	20%	16%	23.17	20,059	11.68	10,112	50%	61%	66%
Northern Adelaide	1 Jul 13	9,177	582	15.8	42%	21%	9%	156.32	17,034	91.30	9,949	58%	61%	61%
Southern Adelaide	1 Jul 13	5,778	470	12.3	58%	13%	14%	117.92	20,408	69.06	11,952	59%	59%	64%
Western Adelaide	1 Jul 13	2,455	353	7.0	54%	27%	9%	50.38	20,520	29.95	12,199	59%	58%	66%
Yorke and Mid North	1 Jul 13	1,173	189	6.2	57%	33%	9%	22.56	19,233	11.42	9,736	51%	63%	57%
South Australia average		2,272	250	7.6	62%	20%	13%	43.98	20,669	24.98	10,945	53%	60%	62%
South Australia total		27,259	960	28.4	43%	17%	12%	527.81	19,363	299.74	10,996	57%	61%	62%
Tasmania*														
TAS North	1 Jul 13	1,753	226	7.8	57%	24%	4%	41.68	23,776	24.61	14,039	59%	58%	55%
TAS North West	1 Jul 13	1,552	209	7.4	65%	19%	2%	32.83	21,153	19.56	12,601	60%	60%	72%
TAS South East	1 Jul 13	1,236	222	5.6	54%	20%	3%	25.70	20,796	14.67	11,873	57%	47%	55%
TAS South West	1 Jul 13	1,644	239	6.9	56%	35%	7%	37.65	22,904	21.85	13,291	58%	65%	63%
Tasmania average		1,546	224	6.9	58%	25%	4%	34.47	22,157	20.17	12,951	58%	57%	61%
Tasmania total		6,185	513	12.1	40%	28%	5%	137.87	22,291	80.69	13,047	59%	58%	62%
Australian Capital Territory														
ACT	1 Jul 14	6,545	439	14.9	62%	9%	18%	135.71	20,735	90.60	13,843	67%	67%	73%
ACT average		6,545	439	14.9	62%	9%	18%	135.71	20,735	90.60	13,843	67%	67%	73%
ACT total		6,545	439	14.9	62%	9%	18%	135.71	20,735	90.60	13,843	67%	67%	73%
Northern Territory														
Barkly	1 Jul 14	132	34											

Region / Support Category Summary Dashboard



as at 31 December 2019 (exposure period: 1 April 2019 to 30 September 2019)

Participants not in Supported Independent Living (Non-SIL)

Support category summary (National)

Support category	Active participants with approved plans	Registered active providers	Participants per provider	Provider concentration	Provider growth	Provider shrinkage	Total plan budgets (\$m)	Average plan budget (\$)	Total payments (\$m)	Average payments (\$)	Utilisation	Outcomes indicator on choice and control	Has NDIS helped with choice and control?
Core													
Consumables	208,594	1,647	126.7	34%	27%	6%	202.13	969	85.60	410	42%	55%	69%
Daily Activities	187,092	3,867	48.4	26%	22%	14%	2,466.50	13,183	1,493.06	7,980	61%	53%	69%
Community	191,374	2,493	76.8	16%	25%	9%	1,545.74	8,077	919.71	4,806	59%	52%	69%
Transport	118,217	773	152.9	36%	13%	2%	236.92	2,004	241.37	2,042	102%	49%	70%
Core total	242,438	4,938	49.1	20%	21%	10%	4,451.29	18,361	2,739.75	11,301	62%	54%	68%
Capacity Building													
Choice and Control	97,321	860	113.2	40%	17%	5%	62.12	638	56.50	581	91%	53%	67%
Daily Activities	276,856	6,721	41.2	18%	17%	11%	1,160.42	4,191	649.90	2,347	56%	54%	68%
Employment	23,649	621	38.1	30%	10%	5%	143.61	6,072	101.13	4,276	70%	46%	69%
Health and Wellbeing	17,904	1,033	17.3	29%	19%	2%	26.14	1,460	12.62	705	48%	61%	75%
Home Living	1,943	150	13.0	46%	0%	0%	1.73	892	0.33	169	19%	58%	61%
Lifelong Learning	124	17	7.3	87%	0%	0%	0.29	2,344	0.07	574	24%	37%	61%
Relationships	21,764	921	23.6	24%	23%	8%	72.27	3,321	28.99	1,332	40%	25%	63%
Social and Civic	38,592	1,468	26.3	16%	20%	14%	94.79	2,456	32.89	852	35%	49%	65%
Support Coordination	100,643	1,694	59.4	13%	20%	8%	206.14	2,048	126.65	1,258	61%	49%	66%
Capacity Building total	285,139	7,647	37.3	15%	18%	10%	1,767.51	6,199	1,009.07	3,539	57%	54%	68%
Capital													
Assistive Technology	67,302	1,548	43.5	38%	37%	13%	276.00	4,101	189.09	2,810	69%	66%	71%
Home Modifications	12,315	470	26.2	28%	30%	24%	37.35	3,033	22.53	1,829	60%	67%	73%
Capital total	69,577	1,744	39.9	34%	37%	14%	313.36	4,504	211.62	3,041	68%	66%	71%
Missing	277	0	0.0	0%	0%	0%	5.15	18,589	13.59	49,051	264%	68%	27%
All support categories	289,908	10,509	27.6	17%	20%	11%	6,537.30	22,550	3,974.02	13,708	61%	55%	67%

Note: Core - Transport shows a utilisation above 100% due to the fungibility of core supports. This refers to the ability of participants to use their funding flexibly between different support types, albeit within certain limitations.

Active participants with approved plans	Number of active participants who have an approved plan and reside in the region / have supports relating to the support category in their plan
Registered active providers	Number of registered service providers that have provided a support to a participant within the region / support category, over the exposure period
Participants per provider	Ratio between the number of active participants and the number of registered service providers
Provider concentration	Proportion of provider payments over the exposure period that were paid to the top 10 providers
Provider growth	Proportion of providers for which payments have grown by more than 100% compared to the previous exposure period. Only providers that received more than \$10k in payments in both exposure periods have been considered
Provider shrinkage	Proportion of providers for which payments have shrunk by more than 25% compared to the previous exposure period. Only providers that received more than \$10k in payments in both exposure periods have been considered
Total plan budgets	Value of supports committed in participant plans for the exposure period
Payments	Value of all payments over the exposure period, including payments to providers, payments to participants, and off-system payments (in-kind and Younger People In Residential Aged Care (YPIRAC))
Utilisation	Ratio between payments and total plan budgets
Outcomes indicator on choice and control	Proportion of participants who reported in their most recent outcomes survey that they choose who supports them
Has NDIS helped with choice and control?	Proportion of participants who reported in their most recent outcomes survey that the NDIS has helped with choice and control

● The green dots indicate the top 10% of regions when ranked by performance against benchmark for the given metric – in other words – performing relatively well under the metric under consideration

● The red dots indicate the bottom 10% of regions when ranked by performance against benchmark for the given metric – in other words – performing relatively poorly under the metric under consideration

Note: For some metrics – ‘good’ performance is considered a higher score under the metric. For example, high utilisation rates are considered a sign of a functioning market where participants have access to the supports they need. For other metrics, a ‘good’ performance is considered a lower score under the metric. For example, a low provider concentration is considered a sign of a competitive market.

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